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Patent
Attorney's Docket No. 025000-065

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of)

Thomas H. BATEMAN, et al.)

Application No.: 09/239,701)

Filed: January 28, 1999)

For: METHOD AND SYSTEM FOR)

COORDINATING DATA AND VOICE)

COMMUNICATIONS VIA CUSTOMER)

CONTACT CHANNEL CHANGING)

SYSTEM USING VOICE OVER IP (as)

amended))

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AMENDMENT/REPLY TRANSMITTAL LETTER

Assistant Commissioner for Patents

Washington, D.C. 20231

Sir:

Enclosed is a reply for the above-identified patent application.

A Petition for Extension of Time is also enclosed.

A Terminal Disclaimer and a check for [] \$55.00 (248) [] \$110.00 (148) to cover the requisite Government fee are also enclosed.

Also enclosed is _____.

Small entity status is hereby claimed.

Applicant(s) request continued examination under 37 C.F.R. § 1.114 and enclose the [] \$355.00 (279) [] \$710.00 (179) fee due under 37 C.F.R. § 1.17(e).

Applicant(s) previously submitted ___, on ___, for which continued examination is requested.

Applicant(s) request suspension of action by the Office until at least ___, which does not exceed three months from the filing of this RCE, in accordance with 37 C.F.R. § 1.103(c). The required fee under 37 C.F.R. § 1.17(i) is enclosed.

A Request for Entry and Consideration of Submission under 37 C.F.R. § 1.129(a) (146/246) is also enclosed.

No additional claim fee is required.
 An additional claim fee is required, and is calculated as shown below:

AMENDED CLAIMS					
	NO. OF CLAIMS	HIGHEST NO. OF CLAIMS PREVIOUSLY PAID FOR	EXTRA CLAIMS	RATE	ADDT'L FEE
Total Claims	24	MINUS 44 =	0	× \$18.00 (103) =	0
Independent Claims	4	MINUS 11 =	0	× \$80.00 (102) =	0
If Amendment adds multiple dependent claims, add \$270.00 (104)					
Total Amendment Fee					
If small entity status is claimed, subtract 50% of Total Amendment Fee					
TOTAL ADDITIONAL FEE DUE FOR THIS AMENDMENT					

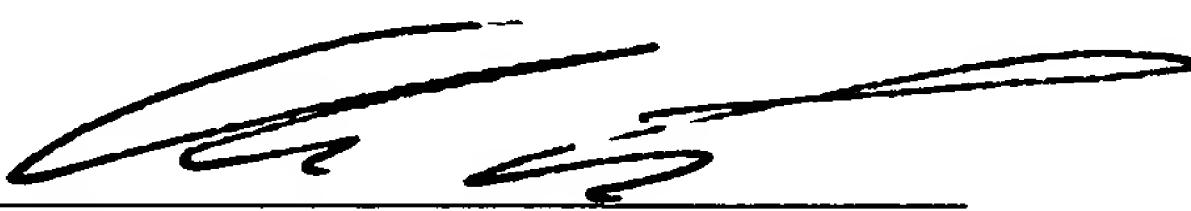
A claim fee in the amount of \$_____ is enclosed.

Charge \$_____ to Deposit Account No. 02-4800.

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§ 1.16, 1.17, 1.20(d) and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 02-4800. This paper is submitted in duplicate.

Respectfully submitted,

BURNS, DOANE, SWECKER & MATHIS, L.L.P.

By: 
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Date: March 21, 2001